

## CHAPTER 12

## BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
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	2.0. Interface Requirements
	3.0. Required Educational Materials
	4.0. Dissemination Of Information
	5.0. Ordering Marketing And Education Materials
	<i>6.0. Medical Management Training</i>
<b>2</b>	<b>BENEFICIARY EDUCATION</b>
	1.0. Education Requirements
	2.0. Beneficiary Surveys
<b>3</b>	<b>TRICARE SERVICE CENTERS</b>
	1.0. Location And Operations
	2.0. TRICARE Service Center Functions
<b>4</b>	<b>BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS</b>
	1.0. General
	2.0. Beneficiary Relations
	3.0. Congressional And HBA Relations
	4.0. Special HBA Meetings
<b>5</b>	<b>INQUIRY SERVICES DEPARTMENT - GENERAL</b>
	1.0. Inquiry Service Department Objectives
	2.0. Written Inquiries
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<b>6</b>	<b>CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL</b>
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	2.0. Control
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<b>SECTION</b>	<b>SUBJECT</b>
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<b>8</b>	<b>ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs)</b> 1.0. General 2.0. Allowable Charge Review Criteria 3.0. Excess Charges Billed In Participating Provider Claim Cases 4.0. CHAMPUS Maximum Allowable Charge System 5.0. DRG Reviews
<b>9</b>	<b>GRIEVANCES AND GRIEVANCE PROCESSING</b> 1.0. Grievance Processing Jurisdiction 2.0. Grievance System 3.0. Contractor Responsibilities
<b>10</b>	<b>COLLECTION ACTIONS AGAINST BENEFICIARIES</b> 1.0. General 2.0. Debt Collection Assistance program Intervention Actions 3.0. Responsibilities
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